100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network - Network Operations

POSITION NUMBER
20006410 (41736.0)

JOB CODE TITLE
Telecommunications Service Request Coordinator

JOB CODE
52490

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Telecom. Service Request Coordinator

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006394 (41713.0) Telecommunications Analyst Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
65	Processes telecommunications service orders from about 120 state telecommunications coordinators: manually processes service orders for voice mail services; processes service orders for voice & data services using an online integrated service order processing system; sends orders to appropriate telecommunication vendors (e.g., Ameritech, Lucent, GTE, Sprint, LCI, AT&T) for implementation; acts as liaison between vendors & state agencies regarding status of orders; provides information to fiscal office regarding completion status of voice service orders; updates Centrex telephone stations for about 32,000 users (e.g., state agencies, boards, commissions) via online access to Ameritech's Centrexmate System; responds to system emergencies which requires standby, overtime or call back 24 hours/day, 7 days/week; may be required to carry cell phone or wear pager.	Knowledge of (1) public relations, (2) agency policies, procedures & structures*; (3) telecommunications order process*; (4) telecommunication services & common carrier services*; (5) customer service; Skill in (6) operation of a personal computer & associated hardware/software (e.g., MS Office & Fox Pro); Ability to (7) define problems, collect data, establish facts & draw valid conclusions, (8) deal with many variables & determine specific action, (9) cooperate with co-workers on group projects, (10) handle sensitive inquiries from & contacts with officials & general public; (11) apply service offerings to specific requests; (12) respond to system emergencies 24X7; (13) carry cell phone or wear pager..
35	Provides second tier voice network technical support for the Ohio Customer Service & Security Center (OCSSC): provides technical assistance to various agency personnel & vendors to ensure that service level agreements are met & to help resolve any questions concerning voice network services; performs other related duties as needed.	Knowledge of 1, 2*, 3*, 4, 5 Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13
	Must submit to & pass personal background check & works as essential employee.	*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Moore

DATE: 3/14/07

Appd 3-23-07 CB